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*To improve health
through leadership,
service and education.*

November 16, 2007

TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.
Director and Chief Medical Officer

SUBJECT: **HEALTH CARE WORKFORCE DEVELOPMENT
PROGRAM FY 2007-2008 FIRST QUARTER REPORT**

Your Board directed the Department of Health Services (DHS) to prepare quarterly reports on the Health Care Workforce Development Program (HCWDP). During the past quarter, a total of 735 DHS employees participated in training and education activities through HCWDP, specifically:

- 166 employees in Nurse Training
- 146 employees in Health Information Coding Training
- 16 employees in Psychiatric Technician Training
- 122 employees in Post-Licensure Nursing courses
- 38 employees in Academic Development courses
- 180 employees in Computer Skills classes
- 67 employees in Spanish Language courses

All Workforce Development courses are being provided to meet labor shortages within the Department or are skills enhancement courses requested by DHS management.

The following report highlights HCWDP's training activities for the first quarter of Fiscal Year 2007-2008, July 1 through September 30, 2007.

Career Path Training programs to fill vacancies in areas of critical labor shortage:

Nurse Training

- In July 2007, ten DHS employees graduated from the RN program sponsored by HCWDP at Cerritos College and 14 DHS employees graduated from the LVN program sponsored by HCWDP at Citrus College.
- 23 RNs and two LVNs who obtained their nursing licenses were appointed to vacant DHS nursing positions. 26 RNs and four LVNs who obtained their licenses were in the process of being promoted.



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- 39 employees who had completed HCWDP nursing programs (36 RNs and three LVNs) passed the NCLEX exam.
- 54 DHS employees completed the HCWDP NCLEX review class to prepare them for the California nursing licensure test and are planning to take the exam in the near future.
- 60 employees continued their education in the following nurse training cohorts: 14 DHS employees in the 30-Unit Option program, 14 employees in the Generic RN program, and two employees in the LVN-to-RN program at the College of Nursing and Allied Health; two employees continued in the LVN program at Citrus College; 15 employees continued in the LVN program at Los Angeles Unified School District; 13 employees were participating in the Generic RN program at Cerritos College.

Health Information Coding Training

- 123 DHS employees completed a 24-hour course to prepare for the Certified Coding Specialist Exam.
- 16 employees who completed Basic Health Information Technology (HIT) coding training through HCWDP were promoted to Health Information Technician Trainee. 66 employees are on the certification list, awaiting promotion.
- 23 Medical Records Coders were continuing their Basic HIT Coding training at Charles Drew University. They are scheduled to complete the program in December 2007.

Psychiatric Technician Training

- 16 DHS employees continued in the Psychiatric Technician training program at Cypress College. All are progressing satisfactorily.

Skills Enhancement programs:

Nursing Post-Licensure Training – Services provided at the request of nursing management

- Seven different post-licensure nursing skills enhancement courses were offered during this quarter, targeting training needs at Martin Luther King, Jr.-Multi-Specialty Ambulatory Care Center, Olive View Medical Center and Rancho Los Amigos National Rehabilitation Center.
- 16 employees attended the 24-hour "Basic Dysrhythmia" course. This course is designed for nurses who care for monitored patients. It covers treatment of dysrhythmias, including medication therapy and nursing interventions.

- Eight employees attended the 8-hour "Basic Dysrhythmias – Lethal Rhythms" course.
- Eight LVNs and Nursing Attendants who care for monitored patients participated in a 40-hour "Monitor Tech" course that covers roles and responsibilities of the Monitor Tech, anatomy and physiology of the cardiac system, electrocardiography interpretation, recognition of Normal Sinus Rhythm, and basic cardiac dysrhythmias.
- 26 nurses participated in a 16-hour "Critical Medical-Surgical Concepts" course, an interactive, scenario-based review of medical-surgical nursing concepts. The course covers nursing roles and reviews medical/surgical procedures and situations, patient assessment and documentation, team member/team leader roles, and professional practice.
- Eight LVNs attended a 32-hour "Blood Withdrawal/IV Certification" course covering anatomy of the circulatory system, IV and venipuncture devices, venipuncture techniques, regulating and monitoring infusions, maintenance of fluids and electrolytes, and IV complications. Students demonstrate patient teaching, venipuncture, IV preparation, and infusion.
- 40 nurses attended a 24-hour "Triage Nursing" course designed for those working in emergency or urgent care settings. The course content includes patient interviewing and assessment, and prioritizing patient care. The course highlights identification of emergent, life-threatening illnesses and injuries.
- 16 employees attended a 24-hour "Adult Physical Assessment" course designed for nurses who care for the adult population. The course maximizes learning through hands-on experience. It covers patient interview techniques, physical assessment of each body system, and the use of assessment tools such as an otoscope.

Academic development courses designed to prepare employees to enter professional career programs

- 31 DHS employees completed academic preparation workshops that review math skills, verbal skills, test-taking strategies, and concepts required for successful entry into college level nursing and allied health programs. Nine employees are continuing in a math lab, a five-week course reviewing basic math functions. Its goal is to provide participants with math practice and a review of concepts as they continue with their long-term nursing career goals.
- Seven employees participated in a six-week writing lab reviewing basic writing principles including grammar and sentence structure, integrated with selected college study skills. Its goal is to provide participants with writing skills needed to successfully enter an HCWDP Academic Preparation Reading/Writing course.

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Computer skills training

- 180 employees completed computer technology courses: Computer Basics and Keyboarding, Computer Typist and Keyboarding, Excel I, Internet Navigation, and PowerPoint I.

Spanish language skills training

- 67 DHS employees completed interactive Spanish language courses designed to expand their health care vocabulary, including verbs and idioms. The courses focus on increasing employees' ability to communicate effectively with patients.

Please let me know if you have questions or need additional information.

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c: Chief Executive Officer
County Counsel
Executive Officer, Board of Supervisors